



DEPARTMENT OF THE ARMY
HEADQUARTERS, UNITED STATES ARMY, EUROPE, AND SEVENTH ARMY
UNIT 29351
APO AE 09014

AEAFC

17 September 2001

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Government Travel Card Delinquencies

This memorandum expires in 1 year.


1. The delinquency rate in USAREUR for Government travel card (GTC) payments is 8.95 percent. This exceeds the DA delinquency-rate goal of 4 percent. Furthermore, the number of GTC payments in USAREUR that are 150 days overdue is increasing. Commanders and supervisors must take immediate action to reverse this trend by doing the following when a GTC account becomes delinquent:

- 31 days past due: Counsel the cardholder on the responsibility for paying bills on time.
- 61 days past due: Refer the cardholder to Army Community Services for financial counseling, if warranted.
- 91 days past due: Have the cardholder contact the Bank of America at (888) 619-2938 and arrange for a fixed-payment plan. Enrollment in this plan keeps the account in good standing and, after 3 months, should result in the account being removed from the organization's delinquency report.

2. A split-disbursement option will soon be available to USAREUR cardholders. This will help ensure timely GTC payments. When cardholders elect this option, the finance office sends a portion of the travel settlement directly to the Bank of America. Commanders and supervisors should encourage cardholders to use this option to select a payment to the bank that equals the amount of charges accumulated during the cardholder's travel.

3. Although commanders and supervisors have made great progress in reducing the delinquency rate of GTC payments in USAREUR, we have yet to achieve the 4-percent goal established by DA. Achieving this goal is not only sound fiscal management for our personnel, it also achieves cost savings.

FOR THE COMMANDER:


ANTHONY R. JONES
Major General, GS
Chief of Staff

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